
Headlines from the 7 day SPC provision survey across London & Manchester

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A few words to begin with...

Thank you to all those who completed the surveys yet again.

We hope to make this a useful exercise for you and to be of use in your negotiations with commissioners.

Survey content

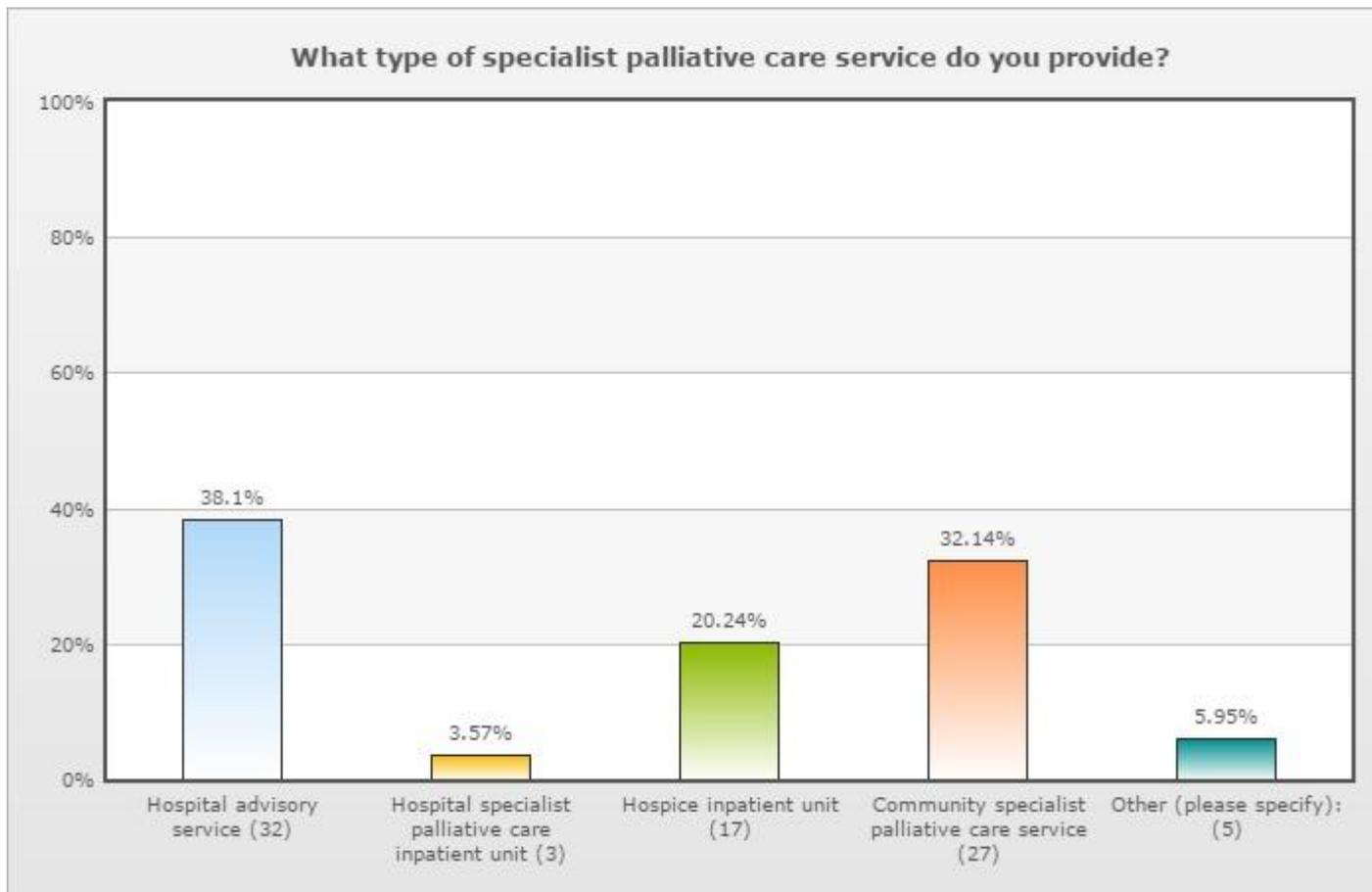
- General info: type of service, size of population
- Detail on telephone advice service – if available and who provides it out-of-hours
- Detail on extended face-to-face SPC services – if available, hours of operation, ad hoc or on call as opposed to regular committed sessions
- Staffing required to deliver the face-to-face service delivered and any governance arrangements in place
- Costings for - or impact on the rest of - the service, if known
- Future plans or developed business plans

Overall participation

84 teams participated from among **49** provider organisations.

NWL: **19** services; SWL: **11** services; SEL: **10** services;

NC/NEL: **21** & GMCV: **23**

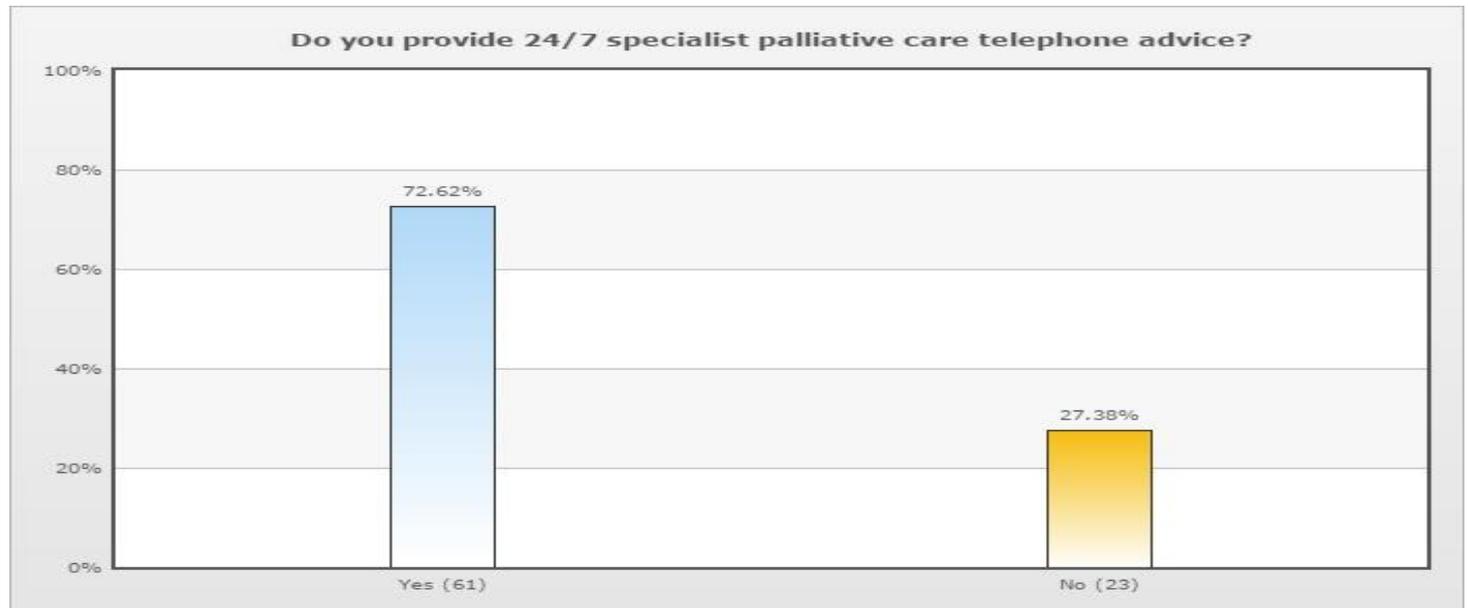


Re: 24/7 telephone advice

In the 2015 London SPC mapping exercise, of a total of 58 hospital advisory and community services, **84%** were providing 24/7 telephone advice.

In the 2017 survey across London & Manchester, of the 32 hospital advisory services, 27 community services, 17 hospice inpatient units and 8 others, **73%** were providing 24/7 telephone advice.

Of the 23 services mentioned below as not having 24/7 telephone advice, 43% were London-based; 4 in NWL and 6 in NC/NE London.

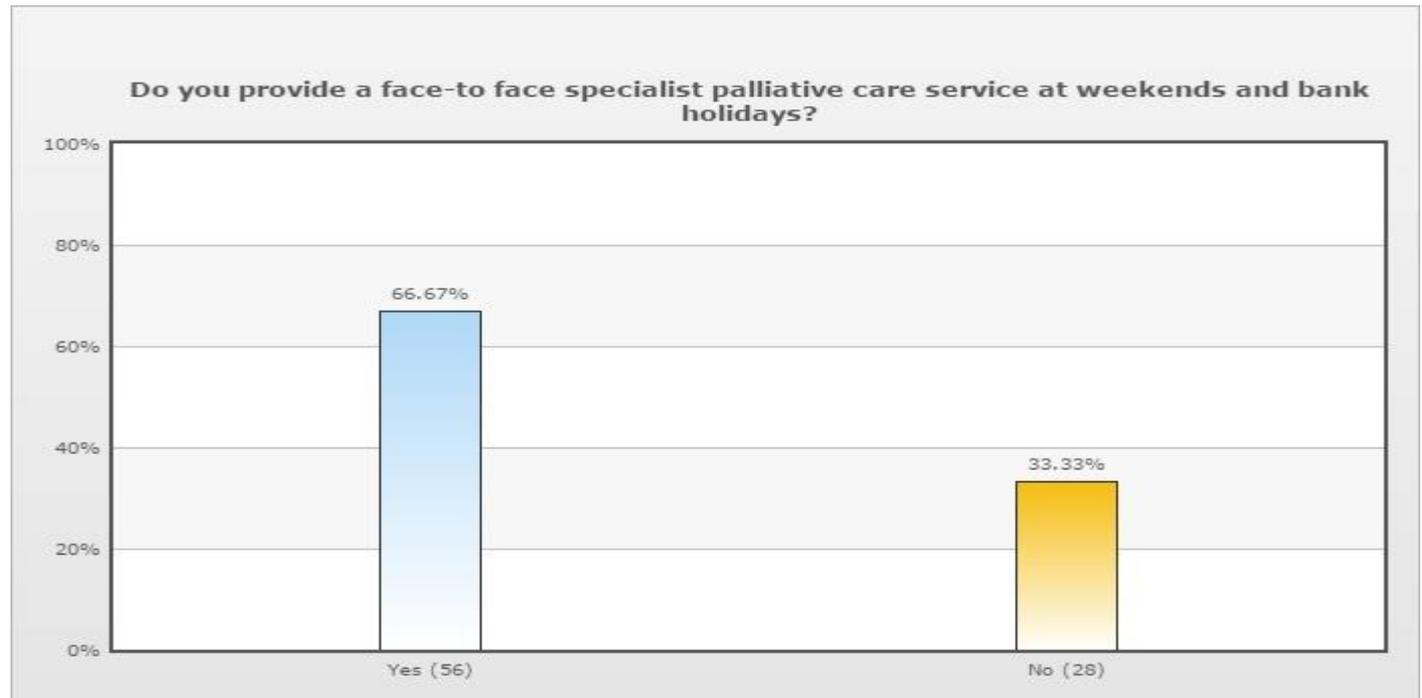


Re: capacity to deliver face-to-face specialist palliative care at weekends and bank holidays

One third of all services who responded to the survey reported that they were not providing a face-to-face SPC service at weekends and bank holidays.

Of the 28 services shown below as not providing such a service, 61% were London based; 9 in NWL and 7 in NC/NE London.

On closer examination however, some services have indicated that they do provide a service but on a Saturday only.



Re: capacity to deliver 7 day face-to-face specialist palliative care

In the **2015** London SPC mapping exercise, **28%** of hospital advisory services across London and **65%** of community services reported that they were providing face-to-face visits on Sat, Sun and bank holidays.

In **2017**, across London & Manchester, **63%** of hospital advisory services reported a service at weekends and bank holidays and **78%** of community services reported such a service.

Of all London sectors, NWL seems the least well served, particularly for hospital advisory services (5/6 services on a 5 day/wk only).

It is clear that the devil is in the detail and closer analysis (workforce, who is doing what, competencies) is forthcoming.

What would be helpful is some agreed definition of what we are expected to / aspiring to provide!!!